

# AK MMIS CAP Execution

## **CAP Program Status Report**

Reporting Period: 11-April-2015 –17-April-2015

Report Date: 24-April-2015

# AK CAP Program Status Dashboard

Reporting Period: 11-Apr-2015 to 17-Apr-2015

Report Date: 24-April-2015

Overall CAP Status	At Risk
<ul style="list-style-type: none"> <li>The CAP continues to be executed largely in accordance to the baselined work plans. At this time, the vast majority of activities were completed/delivered within the CAP time period.</li> <li><u>At risk items are outlined below.</u> Please refer to the work stream slides for more details: <ul style="list-style-type: none"> <li><b>Defects</b> – 0 defects at risk. All CAP defects have been addressed.</li> <li><b>CRs</b> - 2 CRs at risk; 1 planned for April release and 1 awaiting State feedback.</li> <li><b>Deferred DDI Deliverables</b> – 5 deferred deliverables at risk. (Group 2 Queries, Group 4 Queries, Final Finance Manual, Claims Processing Manual, and LMS Ad Hoc Package)</li> <li><b>Operational Backlog</b> – 1 CAP item is outstanding; State approval of the updated Mass Adjustment Plan is pending.</li> <li><b>Operational Reports</b> – 1 Report at risk (MR-O-14). Iterative development of the MR-O-14 report continues to address recent requested State changes.</li> </ul> </li> </ul>	

Overall CAP Accomplishments
<ul style="list-style-type: none"> <li><b>CRs / Defects</b> (<i>Note: Some reported defects are actually CRs, but Xerox is administratively addressing as defects.</i>)</li> <li><b>Open CAP In-Scope Defects reduced from 344 to 0</b> (335 defects closed, 9 have been de-scoped) <ul style="list-style-type: none"> <li>9 defects were agreed to be de-scoped from the CAP in the 2/23 Joint CCB meeting</li> <li>Open CAP In-Scope defects reduced from 335 to 0 (Total defects Closed 335)</li> </ul> </li> <li><b>Open CAP In-Scope CRs reduced from 91 to 2</b> (80 CRs implemented, 9 have been de-scoped) <ul style="list-style-type: none"> <li>2 remaining CRs – 1 planned for release in April 2015, 1 CR under State review for feedback on solution approach.</li> <li>Note: 29 Post CAP CRs completed and released/closed/cancelled.</li> </ul> </li> <li><b>Deferred DDI Deliverables</b> <ul style="list-style-type: none"> <li>Joint activities in progress on all remaining 5 DDI deliverables</li> </ul> </li> <li><b>Operations Backlog</b> <ul style="list-style-type: none"> <li><b>Suspended Claims:</b> Exit criteria has been met. Suspended claims below CAP exit criteria.</li> <li><b>Provider Appeals:</b> Exit criteria has been met. Eliminated provider claims backlog.</li> <li><b>Claims Mass Adjustment:</b> Mass adjustments are being executed in accordance with the plan. Requested State updates to the MA Plan were made and provided to the State on 2/23/2015. Adjustments are proceeding in accordance with pace and schedule preferred by the State.</li> </ul> </li> <li><b>Operations Reporting</b> <ul style="list-style-type: none"> <li>All 15 in-scope reports - with exception of MR-O-14 - have been developed and delivered to the State. State review of delivered reports is in process.</li> <li>MR-O-14 report was not delivered on 2/25/2015 as planned per the State's request. The MR-O-14 report remains an on-going iterative development effort, as the State has decided to defer review of this report until all recent requested changes (latest changes requested by State on 2/4/2015) have been applied.</li> </ul> </li> </ul>

Summary of Key Milestones / Deliverables				
Milestone / Deliverable	Planned Finish Date	Projected Finish Date	Milestone Status	Comments
CAP In-scope Defects	13-Feb-2015	28-Feb-2015	Complete	CAP defects have been addressed.
CAP In-scope CRs	28-Feb-2015	15-May-2015	At Risk	All 91 CAP CRs have been addressed with exception of 2 CRs jointly discussed; 1 planned for April implementation.
Post CAP CRs	23-May-2015	26-Sept-2015	At-Risk	Out of the 49 total Post-CAP CRs, 29 CRs have been closed (22 released and 7 cancelled), 20 CRs open/in progress
Deferred DDI deliverables	30-Jan-2015	19-June-2015	At Risk	All 14 deliverables with the exception of 2 have been delivered to the State. State review in process.
Process Hardening	30-Jan-2015	27-Feb-2015	Complete	CAP processes were implemented.
Operational Backlog	28-Feb-2015	3-June-2015	At Risk	CAP backlogs have been addressed. Xerox sent the State a request for final review/approval of State requested updates to the Mass Adjustment Plan on 2/23/2015. Adjustments proceeding in accordance with pace and schedule preferred by the State.
Reporting	27-Feb-2015	29-May-2015	At Risk	All 15 in-scope reports - with exception of MR-O-14 - have been developed and delivered to the State. Recent State requested changes to the MR-O-14 has contributed to delay. State review of delivered reports via meetings twice per week is in process by Joint State/Xerox team.

Legend

Blue - Complete

Green - CAP execution on track

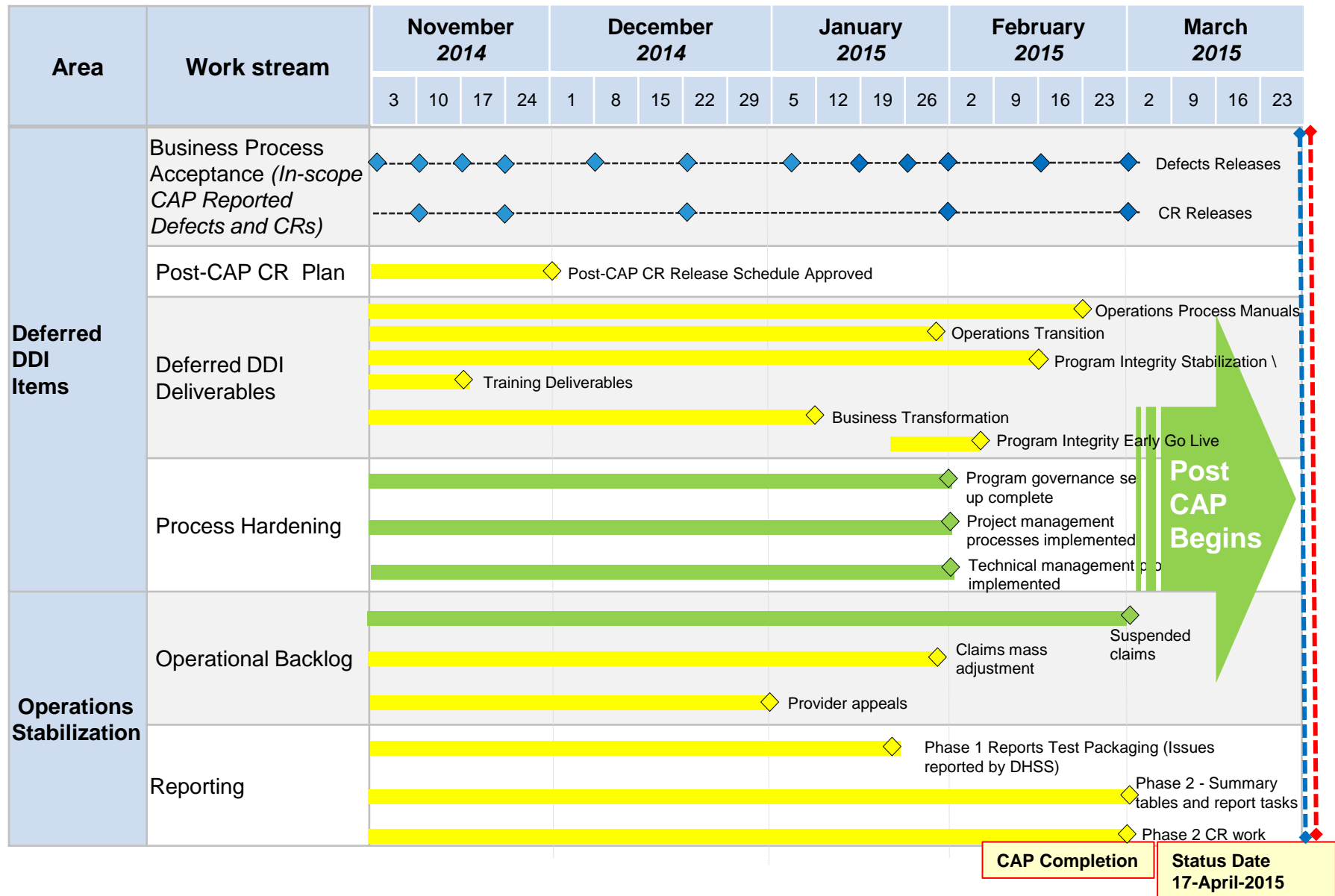
Yellow - CAP execution at risk

Red - CAP delayed past CAP end date

# AK CAP Program Milestone View

Reporting Period: 11-Apr-2015 to 17-Apr-2015

Report Date: 24-April-2015



# AK CAP Scope & Work Plan Change Requests

Reporting Period: 11-Apr-2015 to 17-Apr-2015

Report Date: 24-April-2015

## AK CAP Scope & Work Plan Change Request Summary (Management Intervention Required)

CAP Change ID #	Change Title	Change description	Date Decision Needed	Assigned To	Change Status	Change Decision
1	Additional Data Load (Reporting)	The State has requested an additional data load that will impact the delivery dates of some reports. The reporting team is assessing the schedule impacts of this request.	21-Nov-2014	David Meadows Jake Oner	Complete	Approved on 11/14/2014.
2	CR Scope Change	Current CAP CR scope is 85 identified CRs. Management has directed the team to work on an additional 22 CRs during the CAP time period. Approval needed if these 22 CRs should be added to the CAP scope. <b>NOTE:</b> <i>CRs to be worked under the existing 600 hour per month operational contract should NOT be included on this list, as they are being worked as part of on-going operations.</i>	17-Nov-2014	Dhivakar Jeganathan	Complete	Dhivakar advised that 6 CRs in the Cap-Concurrent list, need to be part of CAP and should be added to the CAP.  <b>Criteria to add to CAP per David Meadows:</b> Add new CRs to CAP if the CR must be implemented in order to enable the successful implementation of any of the 85 CAP CRs.
3	Retrospective Claim Adjustments – Additional Tasks to Track Progress	Additional tasks have been created to better track the progress of adjustment execution, and to lay out the overall plan for adjustments, including additional tasks for State requested reviews of the adjustments. Request sent to State on 2/23/2015.	27-Feb-2015	Linda Walsh Cindy Christensen	Awaiting State Review & Approval	Need feedback or approval from State on request to baseline these new tasks so we can better track interim progress on adjustment execution. In the interim, the existing adjustment execution tasks have been updated to reflect planned completion dates.
4	De-Scope CRs, Defects and Reports from the CAP	9 Defects, 9 CRs and 2 reports were requested to be de-scoped from the CAP. <i>(The work stream slides in this deck identify the specific items.)</i>	23-Feb 2015	Margaret Brodie Nick Faulkner Lori Campbell Joint CCB	Complete	Per Margaret Brodie, the Joint CCB was empowered to make the de-scoping decision given overall priorities. At the 2/23/2015 Joint CCB meeting, the State agreed to de-scope these 9 defects, 9 CRs and 2 reports from the CAP.

# AK MMIS CAP Appendix

## **CAP Program Status Report**

Reporting Period: 11-April-2015 –17-April-2015

Report Date: 24-April-2015

# CAP Scope and Acceptance Criteria

(As stated on Pages 27 and 28 of the CAP)

ID	Workstream Name	Scope Description	CAP Exit / Acceptance Criteria
1	Business Process Acceptance	Resolution of deficiencies( identified by defects and CRs) by key business process area	<ul style="list-style-type: none"> <li>All mutually agreed upon CAP Defects (Appendix G) logged as of October 1, 2014 will be released to production by CAP end date. <i>(Note: 1 of the 345 defects was a duplicate.)</i></li> <li>Defects identified after October1, 2014 will be reviewed by the CCB regarding business process impact and the assigned severity and priority will be validated. If a business process turns “red” on the heat map due to identification of new defects, it will be brought back to “white” or “yellow” state within 60 days of defect identification. For defects identified after December 14, 2014, the actual implementation of the defect fix may or may not be addressed during the CAP period but will not be considered part of the CAP acceptance criteria.</li> <li>Release to production of CRs in scope (appendix D) by CAP end date.</li> </ul>
2	Post –CAP CR Plan	Develop a Post-CAP CR Plan to be executed for deferred DDI CRs tied to original RFP requirements. See Appendix F for list of CRs in scope for the Post-CAP CR Plan.	<ul style="list-style-type: none"> <li>Post-CAP CR Plan is delivered by Xerox and approved by the State.</li> </ul>
3	Deferred DDI Deliverables Workstream	<p>DDI deliverables (identified in the CAP schedule in Appendix B) that were deferred to post-go-live, and that are tied to in-scope CAP CRs.</p> <p>All items determined to be in scope unless deemed unnecessary by the State (e.g., obsolete, to be further deferred, etc.).</p>	<ul style="list-style-type: none"> <li>The State approval of all remaining deferred DDI deliverables identified in the CAP work plan.</li> </ul>
4	Operational Backlog Reduction	<p>Meet Operational backlog objectives for:</p> <ul style="list-style-type: none"> <li>Suspended claims backlog</li> <li>Appeals in backlog</li> <li>Retrospective claim adjustments</li> </ul>	<ul style="list-style-type: none"> <li>Suspended claims: Workable claims inventory in suspense less than or equal to 60,000 lines or 25,000 documents</li> <li>Appeals in backlog: 95% of first-level appeals should be appropriately completed in 10 days or less. Appeals must be processed correctly with appropriate outcomes rather than “closed” or bulk-denied. If closed or denied, they will rise to the 2nd level which is the state’s responsibility.</li> <li>Retrospective claim adjustments: Plan to address retrospective claim adjustments completed and approved by the State. <i>(Note: At this time, the CAP plan includes processing adjustments due to defects/CRs released up through Dec 31, 2014. Additional adjustments due to defects/CRs released from Jan 1, 2015 forward will be handled post CAP as part of ongoing operations.)</i></li> </ul>
5	Reporting	Deliver reporting system functionality	<ul style="list-style-type: none"> <li>Reports identified in the CAP schedule are delivered and approved by the State.</li> </ul>

# Workstream: CAP In-Scope Defects – Detail Status

Reporting Period: 11-Apr-2015 to 17-Apr-2015

Report Date: 24-April-2015

## Overall Workstream Status

**Complete**

- Overall the CAP In-scope defects workstream is complete after the rescoping of 9 defects from the CAP timeline. These defects will be tracked outside the CAP timeline and will be addressed per the Target release date agreed by Xerox and State after CCB discussion

## Key Workstream Accomplishments

### As of R(04/18)

- 9 defects were agreed to be de-scoped from the CAP in the 2/23 Joint CCB meeting
- Open CAP In-Scope defects reduced from 335 to 0 (Total defects Closed 335)

### Note: Defect Status Descriptions:

- Resolved: *Development team completed development and unit test; Ready for QA testing*
- Closed: *QA has tested defect and passed*

## Key Next Steps

- Continue to pursue defect closure which involves collaboration across State and Xerox partners
- Review defect closure plan for remaining defects with State. Plan was delivered to State on 3/6/2015.

## Defect Release Status Summary

Release Dates	Release Phases				Release Status	Comments
	Analysis	Dev	QA	Regression		
R(12/06)	11/03-11/07	11/10-11/21	11/24-12/05	11/24-12/05	Complete	
R(12/20)	11/17-11/21	11/24-12/05	12/08-12/19	12/08-12/19	Complete	
Data Fix(2014)					Complete	
R(1/3)	12/1-12/5	12/8-12/19	12/22-1/2	12/22-1/2	Complete	
R(1/17)	12/15-12/19	12/22-1/2	1/5-1/16	1/5-1/16	Complete	
R(1/24)	N/A	1/19-1/23	1/19-1/23	N/A	Complete	
R(1/31)	12/29-1/02	1/5-1/16	1/19-1/30	1/19-1/30	Complete	
R(2/14)	1/12-1/16	1/19-1/30	2/2-2/13	2/02-2/13	Complete	
R(2/21)	N/A	2/16-2/20	2/16-2/20	N/A	Complete	
R(2/28)	1/26-1/30	2/2-2/13	2/16-2/27	2/16-2/27	Complete	
Data Fix(2015)					Complete	

## Critical Issues - Management Intervention Required

Issue type (New / existing)	Issue Summary	Impact (See Excel Appendix for list of impacted defects)	Nature of Management Intervention Sought	Due Date	Issue Status
248	The following 9 defects were agreed to be de-scoped from the CAP in the 2/23 Joint CCB. ESPRD01056941 ESPRD01077291 ESPRD00940781 ESPRD01058479 ESPRD01077278 ESPRD01064852 ESPRD01092180 ESPRD01075927 ESPRD01039884 Out the above 9 defects, 3 have been closed and 3 are in the final stages of closure.	Schedule	Get the clarifications from State and Xerox team.	On going	Resolved

## Critical Risks - Management Intervention Required (Details are in Excel Appendix)

Risk type (New / existing)	Risk Description	Risk Impact (See Excel Appendix for list of impacted defects)	Risk Mitigating Action	Target Mitigation Date	Current Risk Status

## CAP In-Scope Defect Burn down Summary

Release Dates	CAP In-Scope Defect Counts					
	Baseline Planned	Current Plan	Triaged and Closed /Doc only	Released and Closed	Re-scheduled	Cumulative Backlog
Past Releases	298	298	46	252		
R(12/27)	1	1	1	0		
Data Fix(2014)	24	24	0	24		
R(1/3)	0	0	0	0		
R(1/17)	1	1	0	1		
R(1/24)	0	0	-	-		
R(1/31)	1	1	1	-		
R(2/14)	0	0	-	-		
R(2/21)	1	1		1		
R(2/28)	3	3	3			
Data Fix (2015)	6	6	-	6	-	-
Future Release/CCB						
<b>Total</b>	<b>335</b>	<b>335</b>	<b>51</b>	<b>284</b>		
<b>Remaining Open as of 03/9/2015</b>	<b>(Calculation 344-51-284)</b>			<b>0</b>		

Legend

Blue - Complete

Green - CAP execution on track

Yellow - CAP execution at risk

Red - CAP delayed past CAP end date

# Workstream: CAP In-Scope Defects – Detail Status(Continued)

Reporting Period: 11-Apr-2015 to 17-Apr-2015

Report Date: 24-April-2015

Business Process Heat Map Status																	
Business Process Status	Week (12/29)	Week (01/05)	Week (01/12)	Week (01/19)	Week (01/26)	Week (02/02)	Week (02/09)	Week (02/16)	Week (02/23)	Week (03/02)	Week (03/09)	Week (03/16)	Week (03/16)	Week (03/30)	Week (04/06)	Week (04/13)	Week (04/20)
White (No Severity 1 or 2)	92	94	94	94	94	99	102	106	105	110	112	113	113	25	27	22	23
Yellow (Only Severity 2)	20	18	18	18	19	13	11	7	7	3	2	1	1	2	1	1	1
Red (Severity 1)	4	4	4	4	3	4	3	3	4	3	2	2	2	2	1	1	1

## Defect Summary for Red(Sev1) and Yellow(Sev2)

Defect Id	Title	Severity	Target Release	Remarks
ESPRD01075927	(Datafix) Claims fiscally pended due to no fund code	SEV1	AK.DF.15.04.x	This is pending approval from SOA. SOA is reviewing the claims. SOA had Pharmacy Fund code issues as the priority and informed Xerox that they will look into the data approach Xerox shared. Once State approval is received, the data fixes will be completed.
ESPRD01064852	Claims Payment 835: SVC07 missing on 835 for denied Pharmacy Claims - Magellan	SEV2	AK.15.04.4.x	The State agreed to deploy the fix with SVC05 on 4/25 . There will be a new defect/Cr created to address SVC07 fix.



# Defects – Closure Plan for Remaining Defects

Reporting Period: 11-Apr-2015 to 17-Apr-2015

Report Date: 24-April-2015

	Severity				
Target Release	1-Critical	2-High	3-Moderate	4-Low	Total
Change Request/ Client Review Request/FAS	1		21		22
Core Defects to be Scheduled			2		2
AK.15.04.4.X		1	23		24
AK.15.05.1.x			1		1
AK.15.05.2.x			23	1	24
AK.15.05.5.x		1	13		14
AK.DF.15.04.x		1	2		3
AK.DF.15.05.x			2		2
AK.DF.15.06.x			2		2
Tracking			1		1
Grand Total	1	3	90	1	95

**Note:** Since 10/1/2014, 16 new Sev1 Defects were opened, and 16 were closed within 60 days.

# Workstream: CAP In-Scope CRs – Detail Status

Reporting Period: 11-Apr-2015 to 17-Apr-2015

Report Date: 24-April-2015

## Overall Workstream Status

## At Risk

- **CAP CRs reduced from 91 to 2 (Total CRs Closed = 80, De-scoped = 9)**
  - 9 CRs were agreed to be de-scoped from the CAP at the 2/23 Joint CCB meeting
  - Remaining 2 (See next slide).
    - 1 CR (ESPRD01091469)
    - 1 CR (ESPRD01004112)

## Critical Issues – Management Intervention Required (Details are in Excel Appendix)

Issue type (New / existing)	Issue Summary	Impact (See Excel Appendix for list of impacted CRs)	Nature of Management Intervention Sought	Due Date	Issue Status

## Key Workstream Accomplishments

### R(4/25) release

- Released ESPRD01104077, ESPRD01001257
- Approval received for ESPRD01091469

## Key Next Steps

### R(4/25) release

- Deploy ESPRD01091469
- Continue follow up for approval of ESPRD01004112

## Critical Risks - Management Intervention Required (Details are in Excel Appendix)

Risk type (New / existing)	Risk Description	Risk Impact (See Excel Appendix for impacted CRs)	Risk Mitigating Action	Target Mitigation Date	Current Risk Status

## Current and Near-term Major release status summary

Release Dates	Release Phases					Release Status	Comments
	Analysis/DSD	Dev	QA	Reg.	UAT		
R(2/28)	12/8-1/2	1/5-1/23	1/26-2/13	2/16-2/27	2/16-2/27	Complete	
R(3/14)	1 CR (4112) waiting for SOA approval. CR (1469) approved, to be deployed by 4/25					On Track	

## Key Decisions and Actions to Implement

### Decisions:

- None

### Actions:

- None

Legend

Blue - Complete

Green - CAP execution on track

Yellow - CAP execution at risk

Red - CAP delayed past CAP end date

# Workstream: CAP In-Scope CRs – Detail Status (continued)

Reporting Period: 11-Apr-2015 to 17-Apr-2015

Report Date: 24-April-2015

CAP In-Scope CR Burn down Summary						
	CAP In-Scope CR Counts					
Release Dates	Baseline Plan	Current Plan	Released	Re-scheduled	De-scoped	Cumulative Backlog
Prior to R(2/28)	70	71	71	-		-
R(2/28)	21	20	7	4	9 *	4
Approved/Released on 4/18	-	-	2	-	-	(2 released)
<b>Total</b>	<b>91</b>	<b>91</b>	80	-	9 *	2 **

Status of the remaining CRs is outlined below.

CR ID	Title	Recommended Release Date	Functional Area	Comment
ESPRD01091469 **	Claims being paid to podiatrist when member does not have Medicare primary	AK.DF.15.04.x	Claims Adjudication	Results were approved on 04/21. This will be deployed by 4/25
ESPRD01004112 **	S13H2052 New Edit NH Vs Part B of A	AK.DF.15.04.x	Claims Adjudication	Updated solution has been sent to the State for review approval on 3/26/15. After reviewing the previous test results, the State asked for some updates to the solution. Once the solution is approved by the State, test results will be rerun for approval. The configuration changes will then be made. We have set this to April for completion, dependent on approval by the State.

# Workstream: CAP In-Scope CRs – Detail Status (continued)

Reporting Period: 11-Apr-2015 to 17-Apr-2015

Report Date: 24-April-2015

\* The following 9 CRs were de-scoped from the CAPs agreed in Joint CCB on 2/23/2015.

CR ID	Title	Recommended Release Date	Functional Area	Comment
ESPRD01056681 *	Claims Financial - AK-IN-ACT-08I-0001 - AKSAS outbound interface file - apply modifications per SOA	Cancelled	Claims Financial	The State has agreed to de-scope this item from the CAP in the 2/23 Joint CCB. At this point, SOA wants new redesign. A new CR created, this CR is cancelled .
ESPRD01056682 *	Claims Financial Reporting AK-RP-ACT-08I-0007 - AKSAS Journal file report - apply modifications per SOA	Cancelled	Claims Financial	The State has agreed to de-scope this item from the CAP in the 2/23 Joint CCB. At this point, SOA wants new redesign. A new CR created, this CR is cancelled .
ESPRD00933578 *	Create new CMS64.21E: Enrollment for Medicaid expansion CHIPs, Title XXI-funded Medicaid coverage and CMS-64EC	AK.15.09.4.X	OPTUM/MARS DSS	The State has agreed to de-scope this item from the CAP in the 2/23 Joint CCB. CMS64 report to be handled after implementation of Medicaid Expansion project that is expected to Go-Live in July 2015. Delivery after Medicaid Expansion project GoLive 7/1/15; Suggested release is AK.15.09.4.x
ESPRD00989388 *	S13H1557 - Enterprise Prescriber NPI – Magellan	AK.15.05.1.X	Pharmacy	The State has agreed to de-scope this item from the CAP in the 2/23 Joint CCB. Additional follow up in testing with Magellan required this to be re-scheduled to AK.15.05.1.X
ESPRD01055786 *	S14H0653 - Pharmacy License End Date Defect - AK-IN-PRV-02I-0011 – CR	AK.15.05.1.X	Pharmacy	The State has agreed to de-scope this item from the CAP in the 2/23 Joint CCB. Dependency on Magellan for testing required this to be re-scheduled to AK.15.05.1.X
ESPRD00991456 *	AK CR: Pharmacy Crossovers	AK.15.07.4.X	Pharmacy	The State has agreed to de-scope this item from the CAP in the 2/23 Joint CCB. Per Joint AK CCB(2/23/15) approval to move schedule date to AK.15.07.4.x
ESPRD01079992 *	Create new user friendly lite Member Ad Hoc package	AK.15.04.4.X	Reporting	The State has agreed to de-scope this item from the CAP in the 2/23 Joint CCB. This has been approved by State for 4/25 release
ESPRD01029332 *	S14H0274 - NCCI 2nd Quarter Files	AK.15.06.4.X	Claims Adjudication	The State has agreed to de-scope this item from the CAP in the 2/23 Joint CCB. As of 4/14 State is reviewing the CR. This CR is re-scoped to June release.
ESPRD01004182 *	S13H2126 - Quarterly NCCI code set updates	AK.15.06.4.X	Claims Adjudication	The State has agreed to de-scope this item from the CAP in the 2/23 Joint CCB. As of 4/14 State is reviewing the CR. This CR is re-scoped to June release.

# Workstream: Post-CAP CRs – Detail Status

Reporting Period: 11-Apr-2015 to 17-Apr-2015

Report Date: 24-April-2015

## Overall Workstream Status

At Risk

- Out of the 49 total Post-CAP CRs
- 29 CRs have been closed (22 released and 7 cancelled)
- 20 CRs open/in progress
  - 9 CRs have been re-scoped to September (please see next slide)
  - 4 CRs are at risk for May (please see next slide)
  - 6 CRs are being worked in various releases by 5/31.
  - 1 CR to be closed (please see next slide)

## Key Workstream Accomplishments

### R(4/25) Release

- QA testing completed

## Key Next Steps

### R(4/25) Release

- QA testing completed. State approval of

### R(5/30) Release

- Development in progress

## CR Release Status Summary

Release Dates	Release Phases					Release Status	Comments
	Analysis and DSD	Dev	QA	Reg.	UAT		
R(2/28)	12/8-1/2	1/5-1/23	1/26-2/13	2/16-2/27	2/16-2/27	Complete	
R(3/28)	12/19-1/30	2/2-2/20	2/23-3/13	3/16-3/27	3/16-3/27	On-track	
R(4/25)	1/19-2/27	3/2-3/20	3/23-4/10	4/13-4/24	4/13-4/24	On-track	
R(5/23)	2/16-3/27	3/30-4/17	4/20-5/8	5/11-5/22	5/11-5/22	On-track	

## Critical Issues – Management Intervention Required (Details are in Excel Appendix)

Issue type (New / existing)	Issue Summary	Impact (See Excel Appendix for impacted CRs)	Nature of Management Intervention Sought	Due Date	Issue Status
#282	Post CAP CR with undefined scope	Post CAP	Pending Decision to close	3/6/15	Resolved

## Critical Risks – Management Intervention Required (Details are in Excel Appendix)

Risk type (New / existing)	Risk Description	Risk Impact (See Excel Appendix for impacted CRs)	Risk Mitigating Action	Target Mitigation Date	Current Risk Status
None					

## Key Decisions and Actions to Implement

### Decisions:

- None

### Actions:

- None

## Post CAP In-Scope CR Burn down Summary

Release Dates	Post CAP In-Scope CR Counts				
	Baseline Plan	Current Plan	Released	Deferred	Cumulative Backlog
Previous Releases	22	22	22	-	-
R(3/28)	13	5	5	-	-
R(4/25)	7	6	2	-	-
R(5/23)	7	3	-	13	-
Post May	-	13	-	-	-
<b>Total</b>	<b>49</b>	<b>49</b>	<b>29</b>	<b>7</b>	<b>-</b>

Legend

Blue - Complete

Green - CAP execution on track

Yellow - CAP execution at risk

Red - CAP delayed past CAP end date

# Workstream: Post CAP In-Scope CRs – Detail Status (continued)

Reporting Period: 11-Apr-2015 to 17-Apr-2015

Report Date: 24-April-2015

\* The following 9 Post Cap CRs were re-scoped out of Post CAP period due to low priority

CR ID	Title	Recommended Release Date	Functional Area	Comment
ESPRD01037469	Behavioral Rehab Services (BRS) - Service Authorization Phase 2b User Interface and associated development work	AK.15.09.4.X	Service Authorization	Per Joint CCB (3/2) State asked team to stop development for this CR as this is not on their top priority list. This is a XXL CR.
ESPRD00986767	TPL Outgoing 270 & Incoming 271	AK.15.09.4.X	EDI Third Party Liability Provider Management TPL	Per Joint AK CCB(3/2/15), it was confirmed these CRs for 270/271 are low priority and should be moved out. We are planning a Sept release date. The associated CRs that will also be replanned are: ESPRD00986767, ESPRD00555482, and ESPRD01055299.
ESPRD00555482	AK CR Rel 7 EDI B2B review-triggered changes for Interfaces 270/271 (PARENT)	AK.15.09.4.X	TPL	Per Joint AK CCB(3/2/15), it was confirmed these CRs for 270/271 are low priority and should be moved out. We are planning a Sept release date. The associated CRs that will also be replanned are: ESPRD00986767, ESPRD00555482, and ESPRD01055299.
ESPRD00847735	AK Deferred: Add Fraud and Abuse Reporting to the Contact Us Page	AK.15.09.4.X	Architecture	Per Jason Ball: DHCS does not want to withdraw this change, however, this has a low priority . Re-scoped to Sept due to SOA very low priority. Xerox may have further discussion with DHCS on the need for this change. Jason Ball to discuss with State. If this CR is needed, will add to next Joint CCB agenda to request move to September.
ESPRD01043014	AI5218 - Deferred CR request - Updated TPL HIPPA Letter artifacts from Legacy	AK.15.09.4.X	TPL	AI5218 - Deferred CR request - Updated TPL HIPPA Letter artifacts from Legacy. Joint CCB approved replan to September .
ESPRD01004139	Behavioral Rehab Services (BRS)	AK.15.09.4.X	Reporting	Behavioral Rehab Services (BRS) - reporting requirement OPTUM (non claims payment) - Phase II. Joint CCB approved replan to September .
ESPRD00951327	Case Management Inbound interface from Qualis	AK.15.09.4.X	Case Management	AK CR: Implementation of Case Management Inbound interface from Qualis. Joint CCB approved replan to September .
ESPRD00570495	Create patient liability used/balance report	AK.15.09.4.X	Claims Adjudication	State confirmed this is low priority. Moved to Sept.
ESPRD01021960	Behavioral Rehab Services (BRS) - Service Authorization-Phase 2a Manual System Updates (Config Only)	AK.DF.15.09.X	Service Authorization	CR is dependent on ESPRD01037469 which were moved to Sept.

\* The following 4 Post Cap CRs can't make May release. Replan in process.

CR ID	Title	Recommended Release Date	Functional Area	Comment
ESPRD00600540	Create two new BRs for UC-OPR-ADJ-016.3 to post exceptions for pay and chase medicare prenatal procs and diags	TBD	Claims Adjudication	Not approved yet. Aaron and Christina have reviewed and are discussing with SOA.
ESPRD01078492	Allowing more than one Specialty codes on a claim	TBD	Claims Adjudication	Not approved yet. Xerox FAS team reviewing analysis from SMEs
ESPRD01023819	Behavioral Rehab Services (BRS) - Provider- Phase 2 (Data-only Configuration Change)	TBD	Provider	Dependent on the Claim Financial CRs which required re-design. Schedule date to be finalized.
ESPRD00855794	Post 12/2011 Code Merge: Provider - Database ES2 CR ESPRD00851582 - P_LANG_CD	TBD	Provider	20140413: During the Joint AK CCB, Linda provided verbal approval to move forward with this CR. This CR is huge with multiple functional areas impacted. SMEs have started analysis. Schedule date TBD

# Workstream: Post CAP In-Scope CRs – Detail Status (continued)

Reporting Period: 11-Apr-2015 to 17-Apr-2015

Report Date: 24-April-2015

\* The following 1 Post CR being reviewed to be closed

CR ID	Title	Recommended Release Date	Functional Area	Comment
ESPRD01033268	AI 5002- AK-FH legacy work order has potential impact on SA auth type	To be Closed	Service Authorization	Awaiting approval to close. Aaron C has sent closure request to SOA.

# Workstream: Deferred DDI Deliverables – Detail Status

Reporting Period: 11-Apr-2015 to 17-Apr-2015

Report Date: 24-April-2015

## Overall Workstream Status

At Risk

- There are 2 deliverables awaiting State review and approval.

## Key Workstream Accomplishments

- Submitted formal Finance manual to the State

## Key Next Steps

- Continue development and internal QA of STARS JUCE queries for Group 2 deliverable

## Workstream specific Key Milestones / Deliverables (Next 30 days)

Milestone / Deliverable	Planned Milestone	Projected Date	Milestone Status	Comments (Refer to Issue for Details)
D: Submit Revised Task Analyses to DHSS - Finance	29-Jan-2015	17-Apr-2015	Complete	Delivered to DHSS on 4/17/15
D-I: Test results Sent to State for Group 2 Queries	03-Apr-2015	23-Apr-2015	Delayed	Issue # 261

## Key Decisions and Action Required to Implement

### Decisions:

- None

### Actions:

- None



# Workstream: Deferred DDI Deliverables – Detail Status

Reporting Period: 11-Apr-2015 to 17-Apr-2015

Report Date: 24-April-2015

Workstream CAP Deliverables				
Deliverable	Baseline Approval Milestone	Projected Approval Milestone	Milestone Status	Comments (Refer to Issue for Details)
D-I: Deliver test results along with the updated scorecard V2.01 with SQL queries	10/31/14	10/31/14	Complete	DHSS approved on 12/8/2014.
D-I: Group3 (Budget Overview, Enrollment, Abortion STARS/JUCE Queries) - Deliver Test Results for Updated Queries to SME	11/07/14	1/15/15	Complete	DHSS approved to cancel on 1/15/2015.
D-I: Group1 (Claims-Provider STARS/JUCE Queries)	11/07/14	1/16/15	Complete	DHSS approved on 1/16/2015.
D: Submit Revised Task Analyses to DHSS - Fraud, Waste and Abuse	02/13/15	2/11/15	Complete	DHSS approved on 2/03/2015.
D: OPT Deliver Provider Billing Manual Addendum (v-1.0) to DHSS	01/22/15	2/06/15	Complete	DHSS approved on 2/12/2015.
D: Submit Revised Task Analyses to DHSS - Reporting and Monitoring	01/16/15	2/13/15	Complete	DHSS approved on 2/10/2015.
D: Submit Revised Task Analyses to DHSS - Quality Improvement	02/02/15	3/06/15	Complete	DHSS conditionally approved on 2/19/15. Xerox made requested updates per DHSS comments. Xerox re-delivered to DHSS on 2/27/15. DHSS approved on 3/3/2015.
D-I: Submit Task Analyses to DHSS - Finance	01/12/15	3/17/15	Complete	Xerox delivered to DHSS on 2/23/2015. DHSS response was due on 3/09/15. Xerox received DHSS comments on 3/17/15. The informal deliverable is now complete.
D: Submit Revised Task Analyses to DHSS - Claims Payment	02/20/15	4/10/15	Complete	Xerox delivered to DHSS on 2/11/2015. DHSS response was due on 2/26/15. Received DHSS conditional approval on 3/04/15. Xerox redelivered to DHSS on 3/25/15. DHSS approved on 4/6/2015.
D-I: Group4 (BHS Tribal STARS/JUCE Queries) - Deliver Test Results to State SME	02/06/15	6/19/15	Delayed	Of the 14 queries, 0 requirement specs are approved, 5 were developed at risk, 1 is not be needed.
D: DHSS Reviews Ad Hoc Packages v2.01 - Learning Management	02/05/15	5/29/15	Submitted Before CAP End Date	Xerox delivered to DHSS on 2/20/2015. DHSS response was due on 3/06/15. On 3/26/15, Xerox received a rejection notice from Shene Williams, DHSS. Xerox drafted a response to the rejection and will discuss next steps with the DHSS PMO on 4/20. Xerox to create an LMS Ad Hoc package and deliver to the State.
D: Submit Revised Task Analyses to DHSS - Claims Processing	02/20/15	5/22/15	Submitted Before CAP End Date	Xerox delivered to DHSS on 2/19/2015. DHSS response was due on 3/05/15. Have not received a response from DHSS on the follow-up email on 4/15 yet. State review in process.
D: Submit Revised Task Analyses to DHSS - Finance	01/29/15	5/1/15	Delayed	Xerox received DHSS comments on the informal deliverable on 3/17/15. Working with FA for responses and updates are in progress. Xerox delivered to DHSS on 4/17/15.
D-I: Group2 (HCS Member, Travel STARS/JUCE Queries)	11/07/14	5/7/15	Delayed	The joint State/Xerox team is actively working on the requirements validation and development of the remaining 10 queries. At this time, the requirements for these 10 queries have not been approved by the State, and downstream development and testing activities are proceeding at risk. Of the 10 queries, 0 requirement specs are approved (latest updates sent to State 4/23), 8 were developed at risk.

Legend

Blue - Complete

Green - CAP execution on track

Yellow - CAP execution at risk

Red - CAP delayed past CAP end date

# Workstream: Deferred DDI Deliverables – Detail Status (continued)

Reporting Period: 11-Apr-2015 to 17-Apr-2015

Report Date: 24-April-2015

Critical Issues – Management Intervention Required (Details are in Excel Appendix)					
Issue type (New / existing)	Issue Summary	Business Impact	Nature of Management Intervention Sought	Due Date	Issue Status
261	Xerox is waiting for DHSS response to Group2 HCS Member, Travel STARS/JUCE Queries deliverable.	The delay in receiving approved requirements from the State has negatively impacted the delivery schedule for the informal and formal deliverables. The development and testing of the Group 2 queries is proceeding at risk, as we do not have approved requirements.	Need feedback from the State.	09-Jan-2015	Delayed
279	Xerox is working to address all comments received from the State, and will resubmit this deliverable for approval. Note that one of the State's comments requires a change to be implemented: (ESPRD01115290 - LMS Reg Pkg Roles – Update). This change is not a CR that was identified as part of the CAP. As such, this CAP DDI deliverable will be provided with all State comments addressed with the exception of this change. The CR will be implemented according to the established priorities, and Xerox will strive to implement in CAP period.	The redelivery of this formal deliverable was delayed due to waiting on CR to be implemented	None	23-Jan-2015	Resolved
285	Xerox delivered 4 of 14 queries to DHSS on 2/9/15.	Of the 14 queries, 4 are developed (Xerox delivered to DHSS on 2/09/2015), 1 may not be needed as the requirement may be addressed in another report, and 9 need to be developed. The Group4 queries will be completed after Group2.	None	27-Mar-2015	Delayed

# Workstream: Process Hardening – Detail Status

Reporting Period: 11-Apr-2015 to 17-Apr-2015

Report Date: 24-April-2015

Overall Workstream Status	Complete
<ul style="list-style-type: none"> <li>Overall work stream status is green, as the governance and management processes are being updated as required to support CAP execution and on-going operations, in accordance with the baselined schedule.</li> </ul>	

Key Workstream Accomplishments
<ul style="list-style-type: none"> <li>Continued execution of Release, Change and Defect management processes.</li> <li>Received CAP approval from State.</li> </ul>
Key Next Steps
<ul style="list-style-type: none"> <li>Address any process related comments received from the State if/when received.</li> </ul>

Workstream specific Key Milestones / Deliverables				
Milestone / Deliverable	Planned Milestone	Projected Date	Milestone Status)	Comments (Refer to Issue for Details)
Establish Program Governance	31-Jan-2015	27-Feb-2015	Complete	
Establish Project Management Processes	31-Jan-2015	27-Feb-2015	Complete	
Establish Technical Solution Delivery Processes	31-Jan-2015	27-Feb-2015	Complete	

Critical Issues – Management Intervention Required (Details are in Excel Appendix)					
Issue type (New / existing)	Issue Summary	Business Impact (i.e. CAP timeline, CAP Scope, Customer satisfaction)	Nature of Management Intervention Sought	Due Date	Issue Status
None					

Critical Risks – Management Intervention Required (Details are in Excel Appendix)					
Risk type (New / existing)	Risk Description	Risk Impact	Risk Mitigating Action	Target Mitigation Date	Current Risk Status
None					

Key Decisions and Actions Required to Implement
<b>Decisions:</b> <ul style="list-style-type: none"> <li>None</li> </ul> <b>Actions:</b> <ul style="list-style-type: none"> <li>None</li> </ul>

# Workstream: Operational Backlog Reduction – Detail Status

Reporting Period: 11-April-2015 to 17-April-2015

Report Date: 24-April-2015

Overall Workstream Status		At Risk		Critical Issues – Management Intervention Required (Details are in SharePoint)																							
<p>Overall status summary is below:</p> <p><b>Suspended Claims:</b></p> <ul style="list-style-type: none"><li><b>Exit criteria:</b> Workable claims inventory in suspense less than or equal to 60,000 lines or 25,000 documents</li><li><b>Status:</b> Exit criteria met; 55,017 lines and 24,897 claims as of 4/20/15. Excludes claims pending state action.</li></ul> <p><b>Provider Appeals:</b></p> <ul style="list-style-type: none"><li><b>Exit Criteria:</b> 95% of first-level appeals should be appropriately completed in 10 days or less.</li><li><b>Status:</b> Exit criteria met; backlog has been eliminated.</li></ul> <p><b>Claims Mass Adjustments:</b></p> <ul style="list-style-type: none"><li><b>Exit Criteria:</b> Development and approval of Mass Adjustment Plan</li><li><b>Status:</b> During joint meeting with the state on 4/3/15, the State agreed to handle remaining mass adjustments as a post-CAP activity according to the pace and schedule determined by the State. The team is continuing to work with the State to address specific questions / issues related to MA batches.</li></ul>				Issue type (New / existing)		Issue Summary		Business Impact (i.e. CAP timeline, CAP Scope, Customer satisfaction)		Nature of Management Intervention Sought		Due Date		Issue Status													
				(267)		Claims Mass Adjustment Processing		CAP Timeline		None		6/30/15		Delayed													
Key Workstream Accomplishments				Critical Risks – Management Intervention Required (Details are in SharePoint)																							
<ul style="list-style-type: none"><li><b>Suspended Claims:</b> Suspended claims below CAP exit criteria.</li><li><b>Provider Appeals:</b> Completed provider claims backlog</li><li><b>Claims Mass Adjustment:</b> 73 M-Alerts executed (12 released, 61 suspended), 5 to be executed</li></ul>				Risk type (New / existing)		Risk Description		Risk Impact		Risk Mitigating Action		Target Mitigation Date		Current Risk Status													
Next Steps																											
<ul style="list-style-type: none"><li><b>Suspended Claims:</b> Continue to work suspended claims</li><li><b>Provider Appeals:</b> N/A, backlog complete</li><li><b>Claims Mass Adjustments:</b> Continue working with state on MA approvals</li></ul>																											
Workstream specific Key Milestones / Deliverables (Next 30 Days)				Key Decisions and Actions Required to Implement																							
Milestone / Deliverable		Planned Milestone	Projected Milestone	Milestone Status)	Comments (Refer to Issue for Details)																						
Provider Appeals: 95% first-level appeals completed within 10 days		31-Dec-2014	23-Jan-2015	Complete	Complete on 1/16/15																						
Claims mass adjustments: Production Execution 1		6-Jan-2015	19-Jan-2015	Complete	Updated execution schedule delivered - Issue 267																						
Claims mass adjustments: Production Execution 2		6-Jan-2015	26-Jan-2015	Complete	Updated execution schedule delivered - Issue 267																						
Claims mass adjustments: Production Execution 3		12-Jan-2015	19-Feb-2015	Complete	Updated execution schedule delivered - Issue 267																						
Claims mass adjustments: Production Execution 4		19-Jan-2015	26-Feb-2015	Complete	Updated execution schedule delivered - Issue 267																						
Claims mass adjustments: Production Execution 5		26-Jan-2015	30-Jun-2015	Delayed	Updated execution schedule delivered - Issue 267.																						
Suspended Claims December Backlog Reduction (<40,000 claims & 75% <30 days)		31-Jan-2015	13-Feb-2015	Complete	Exit criteria satisfied. Hence marking milestones complete.																						
Legend				Blue - Complete						Green - CAP execution on track						Yellow - CAP execution at risk						Red - CAP delayed past CAP end date					

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# Workstream: Reporting – Detail Status

Reporting Period: 11-Apr-2015 to 17-Apr-2015

Report Date: 24-April-2015

## Overall Workstream Status

## At Risk

- Report reviews continue based on State pace and direction
- The data load plan for ENV37 is expected to be complete and available for distribution by 5/1/15
- All reports have been delivered and are currently under review with the exception of the MR-O-14 report which was not delivered on 2/25/2015 per the State's request.
  - The MR-O-14 report remains an on-going iterative development effort. The state has decided to defer review of this report until all recent requested changes have been applied.

## Key Workstream Accomplishments

- Continued joint review sessions.

## Next Steps

- Receive approval for MR-O-B01/B02.

## Critical Issues – Management Intervention Required (Details are in SharePoint)

Issue type (New / existing)	Issue Summary	Business Impact (i.e. CAP timeline, CAP Scope, Customer satisfaction)	Nature of Management Intervention Sought	Due Date	Issue Status
(277)	MR-O-14 Requirements	CAP Timeline	None	27-Feb-2015	Closed
(281)	MR-O-86 Delivery Date	CAP Timeline	None	27-Feb-2015	Resolved
(284)	Test Package Validation	CAP Timeline	None	27-Mar-2015	Delayed

## Critical Risks – Management Intervention Required (Details are in SharePoint)

Risk type (New / existing)	Risk Description	Risk Impact	Risk Mitigating Action	Target Mitigation Date	Current Risk Status
Existing (48)	CMS64 Testing Issues	CAP Timeline	Continuing to test with partial fix	12/18/14	Resolved

## Workstream specific Key Milestones / Deliverables

Milestone / Deliverable	Baseline Approval Milestone	Projected Approval Milestone	Milestone Status	Comments (Refer to Issue for Details)
MR-O-89 – Financial Summary by Month of Service	21-Jan-2015	15-May-2015	Submitted Before CAP End Date	Xerox Submitted on 2/12/15. State response was due on 2/26. Initial joint team review completed 3/20/15
MR-O-90 – Incurred Expense Report by Month of Service	21-Jan-2015	15-May-2015	Submitted Before CAP End Date	Xerox Submitted on 2/12/15. State response was due on 2/26. Initial joint team review completed 3/27/15
MR-O-81 – Lag Adjustment Factor Report	21-Jan-2015	15-May-2015	Submitted Before CAP End Date	Xerox Submitted on 2/12/15. State response was due on 2/26. Initial joint team review completed 3/20/15
MR-O-B01/B02 – Claims/Non-Claims Balancing	21-Jan-2015	1-May-2015	Submitted Before CAP End Date	Xerox Submitted on 2/12/15. State response was due on 2/26. Initial joint team review completed 3/27/15
Phase 1 Reports test packaging: MR-O-01, 02, 04, 91	23-Jan-2015	15-May-2015	Submitted Before CAP End Date	Xerox Submitted on 2/12/15. State response was due on 2/26. Initial joint team review completed
CMS416 Annual EPSDT Participation Report	27-Jan-2014	TBD	De-scoped from CAP	Per 2/23 Joint CCB, report was de-scoped from CAP. The state performed validation of changes to allow it to be filed by 4/1/15. Final changes are expected to take 1-2 months to complete.
MR-O-17A/B Cost Recovery/Avoidance Analysis	2-Feb-2015	15-May-2015	Submitted Before CAP End Date	Xerox Submitted on 2/12/15. State response was due on 2/26. Initial joint team review completed
MR-O-25 – Benefit Usage Analysis	3-Feb-2015	15-May-2015	Submitted Before CAP End Date	Xerox Submitted on 2/12/15. State response was due on 2/26. Initial joint team review completed 3/20/15
MR-O-11A – Exception Distribution analysis Summary	4-Feb-2015	15-May-2015	Submitted Before CAP End Date	Xerox Submitted on 2/12/15. State response was due on 2/26. Initial joint team review completed 3/24/15
CMS372 – Waiver reports	10-Feb-2015	15-May-2015	Submitted Before CAP End Date	Xerox Submitted on 2/15/15. State response was due on 3/2. Initial joint team review completed 3/20/15
MR-O-82 – EPSDT Program Enrollment Totals	25-Feb-2015	TBD	Submitted Before CAP End Date	Xerox Submitted on 2/15/15. State elected to defer review until CMS416 is complete.
MR-O-83 – EPSDT Screening Participation Rates	25-Feb-2015	TBD	Submitted Before CAP End Date	Xerox Submitted on 2/15/15. State elected to defer review until CMS416 is complete.
MR-O-84 – EPSDT Dental Participation Rates	25-Feb-2015	TBD	Submitted Before CAP End Date	Xerox Submitted on 2/15/15. State elected to defer review until CMS416 is complete.
MR-O-85 – EPSDT Avg # Screenings (Ages 3-6)	25-Feb-2015	TBD	Submitted Before CAP End Date	Xerox Submitted on 2/15/15. State elected to defer review until CMS416 is complete.
MR-O-86 – EPSDT Avg # Screenings (0-15 months)	25-Feb-2015	TBD	Submitted Before CAP End Date	Xerox Submitted on 2/15/15. State elected to defer review until CMS416 is complete.
MR-O-14 Modifications	27-Feb-2015	TBD	Delayed	Xerox was prepared to deliver on 2/25. The State stated they won't review report until all WO changes are implemented. (WO #S13H1909 and captured in CR# ESPRD0100121.) This is an on-going iterative project; State provided latest specs on 4/21/15 and they are under review.
CMS64 – Quarterly Expense Report	27-Feb-2015	TBD	De-scoped from CAP	Per 2/23 Joint CCB, report was de-scoped from CAP, and will be handled with Medicaid expansion.

Legend

Blue - Complete

Green - CAP execution on track

Yellow - CAP execution at risk

Red - CAP delayed past CAP end date